



August 24, 2012

Subject: Low Temperature Cooling Fan Recall – Customer Support Program

To: U.S. Fisker Retailers:

Our customer's safety, peace of mind and convenience are critical to the Fisker ownership experience.

This Customer Support program has been developed to support Fisker Karma customers and retailers that have been impacted by the Low Temperature Cooling Fan Recall communicated on August 18th, 2012. As a Fisker Automotive retailer, we are asking that together, we take extraordinary actions to ensure our mutual customers receive a world class level of service with the least amount of inconvenience throughout the recall process.

Customer Goodwill Allowance:

- For every 2012 Karma sold, reported and delivered to a customer by 12:00pm PDT August 18, 2012, the retailer is eligible to receive **a one-time \$350 USD customer goodwill allowance** per car. It is recommended that you utilize the funds at your discretion for individual customer needs such as towing and rentals. Unless the vehicle is inoperable, Roadside Assistance should not be used.
- **Note:** Retailer demonstration vehicles reported will not be eligible for these payments.

Retailer Goodwill Allowance:

- For every 2012 Karma in retailer stock, including retailer demonstration vehicles that have been invoiced but have NOT been RDR to a customer, the retailer will be eligible to receive **a one-time \$300 USD retailer goodwill allowance** per car.
- **Note:** Retailer demonstration vehicles reported sold but remain in dealer stock will be eligible for these payments.

Payment Administration:

- Payments under the Customer Support Program will be in addition to the actual campaign reimbursement allowance which is detailed in recall number 520120016.
- All payments under this Customer Support Program will be processed through the Fisker Retailer Parts Statement and will appear on your August statement.

Please direct any questions that you have with respect to this Customer Support Program to your Customer Services Representative or rhelp@fiskerautomotive.com.

Regards,

Matthew Malfitano
Director, North American Operations